



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Workforce Solutions

Bureau of Workforce Programs

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

FROM: Stephen M. Dow
Employment Support Unit
Workforce Policy Development Section

SUBJECT: CARES – MULTIPLE PINS

EFFECTIVE DATE: Immediately

PURPOSE

This memo describes Medicaid Management Information Systems (MMIS) and CARES processes that deal with multiple personal identification numbers (PINs).

Two items will be addressed in this memo:

1. How to avoid multiple PINs.
2. What to do when multiple PINs have been assigned to the same individual.

BACKGROUND

PINs are unique identification numbers for each individual in the CARES system. MMIS also uses the PIN and MAID as a means of individual identification when updating the client's eligibility segment. In the past, when an individual had 2 or more PINs due to CARES clearance processing error, sometimes the client's eligibility segment could not be updated on MMIS. The eligibility segment then needed to be updated through a 3070 form. This often delayed a client's eligibility on MMIS for up to 10 days.

Effective immediately, a 3070 form will no longer be needed to update eligibility. Instead, you must contact the Call Center to "link" the different PINs for the same person.

During client registration and application entry, when adding a new person on ANID, each individual applying is assigned a unique PIN. During individual clearance, CARES determines whether each individual is already known to the system. If there is a potential match for an individual, screen CRIS will appear with information regarding that match. If the individual is not known to cares, the screen CRCR will appear with the person's permanent PIN and a "pass" clearance status. If the person is known to CARES, the driver flow proceeds to CRIS.

BWP OPERATIONS MEMO

No.: 01-69

File: 1250.1
1250.2
1250.19

Date: 10/18/2001

Non W-2 ☒ **W-2** ☒ **CC** ☐

PRIORITY: Medium

In some cases multiple PINs are created when a client applies at the agency a second time, and is taken through clearance with demographic information different from what was listed on his/her original application. When the individual goes through the clearance process, a match of less than 100% may occur. This can occur when:

1. Information is miskeyed (example: name, middle initial, dob)
2. An individual has been in the system before with different information. For example, the first time an individual is entered in client registration, s/he does not provide an SSN, but the second time s/he does.

If a worker creates a new person using PF22, without researching and resolving a match of less than 100% and this individual already has had a PIN assigned, the individual will have multiple PINs.

Once eligibility is confirmed in CARES, an eligibility record is communicated to MMIS through the MMIS interface based on the active PIN assigned to that individual as well as other demographic information. The PIN is used as match criteria to determine if that client already has an eligibility segment on MMIS. The eligibility segment can be viewed on MMIS on the RE screen. The PIN for that eligibility segment can be viewed on MMIS on the RB screen.

PROCESS

There is no longer a need to send a 3070 form, to EDS, to update a client's eligibility on the MMIS. EDS has created and implemented an interim solution to update a client's eligibility segment, which is effected by multiple PINs. Therefore, workers may continue to run any eligibility through CARES. EDS will identify those effected and make the necessary updates to the MMIS. (A work group is developing a longer-term solution that makes changes to the Clearance process to reduce the chances that multiple PINs are assigned to an individual).

If you become aware that there are multiple PINs for an individual contact the Call Center. The Call Center will assist you in resolving the multiple PINs, by taking the case through a process to get the correct PIN active on the case. The Call Center needs to be informed of all multiple PINs, even if the correct PIN is active, so that they can be "linked" in CARES.

SUGGESTIONS FOR REDUCING MULTIPLE PINS

1. Check CARES (through AQIN, AQIP, and/or AQIE) to determine if the individual is known to CARES before beginning the clearance/registration process. This will help you identify if the person is known to CARES or if you should be creating a new person.
2. Only enter the primary person's information at Client Registration on CRIN. Other family or group members should be added on ANID and will go through Clearance at the Intake Interview.
3. Resolve any potential matches that occur in the Clearance process by :
 - a. Determining whether the person displayed is the same person you are clearing by using the screens AQIN, AQIP, and/or AQIE.
 - b. Ensuring the accuracy of all demographic data. Here are a few things to look for:
 - Make sure the name is spelled correctly.
 - Check that you correctly entered the SSN.
 - Ask about other names (for example, a maiden name) that the individual may have used when going through client registration in the past.

4. Remember, it should be very rare that a new person is created when taking an individual through clearance, so check the failure reason code that occurs. Here are the failure reason codes.

| Code | Comment |
|------|--|
| 02 | You selected 1 of the displayed matches on CRIS as the same person as the primary person on this RFA but there was a mismatch between what existed on the database and what was entered on CRIR for this RFA. To correct his failure, return to CRIS and compare the database information and the current information. If you are sure this is the same person and you want to match up the data, return to CRIR and overtype the demographic information exactly as it exists on the database. If the demographic information is incorrect on the database, process the case and return to ANID to make corrections. |
| 03 | The person entered as the Primary Person on this RFA is on a complete (C), incomplete (P), or processed (R) RFA already. You cannot process a new RFA until the other RFA is disposed of either by withdrawal or denial. Determine if this RFA is the one, which should be processed, or whether any other outstanding RFA should be processed and this one denied or withdrawn. |
| 05 | The person being cleared has a duplicate, primary SSN of another person going through clearance at the same time. |
| 06 | The person being cleared is the Primary Person on a case already open or pending. This RFA cannot be processed until the other case is closed. |

5. If an individual has been in the system before with different information, enter them in Client Registration under that same prior information, even if it is not correct. After you have gotten through clearance with the unique PIN, go back and update the information that has changed or was incorrect to begin with.

Example: A woman was entered under her married name when she was taken through Client Registration the last time but is now divorced and using her maiden name. Even though her name has changed, register her under her name prior to divorce. Then, once you have gotten past Clearance, go back and change her last name to her new name.

6. Don't use [PF22] ("create a new person function") until all failure reason codes have been explored and you have consulted with your agency's CARES Coordinator.
7. Be aware that if an individual had been entered on ANID in the past without an SSN, this person may be recognized by CARES as a new individual.

CONTACT

DES CARES Information and Problem Resolution Center

Email: carpolcc@dwd.state.wi.us
 Phone: 608-261-6317 (Option #1)
 Fax: 608-266-8358

Note: Email contacts are preferred. Thank you.